


Mental Health in the Workplace



TELUS Health

Confidential, not for re-distribution

1

Facilitator

Insert photo here

Insert facilitator's name

Add credentials/facilitator's bio here.

TELUS Health

2

Learning Objectives



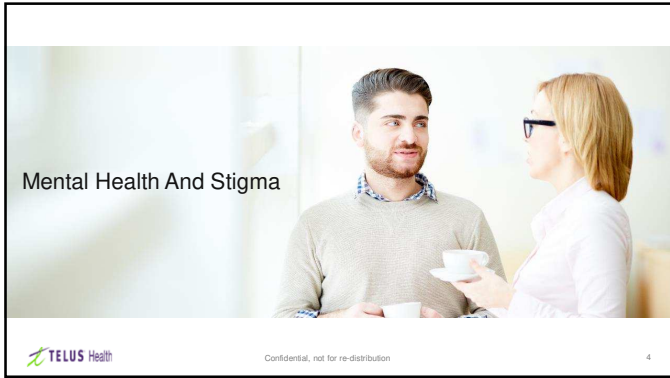
By the end of this session, you will be able to:

- Understand the impact of mental illness and the most common mental health issues
- Recognize the typical symptoms associated with mental health issues and the behaviors that can be expected and exhibited at work
- Understand the importance of support from the workplace
- Be aware of and reduce the stigma associated with mental health issues
- Develop strategies for helping yourself and others who are suffering from a mental illness

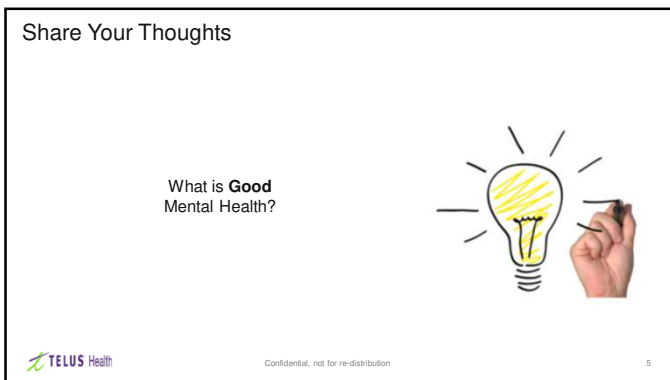
TELUS Health

Confidential, not for re-distribution

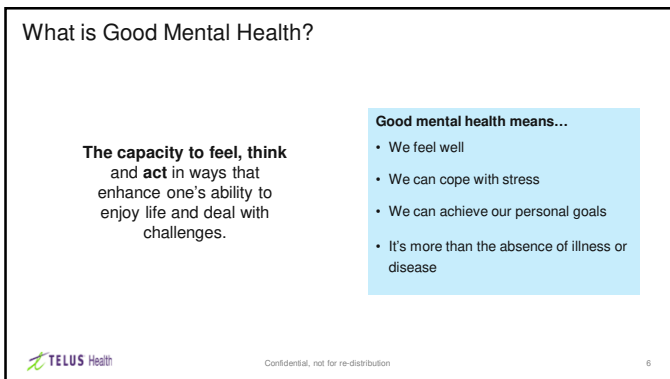
3



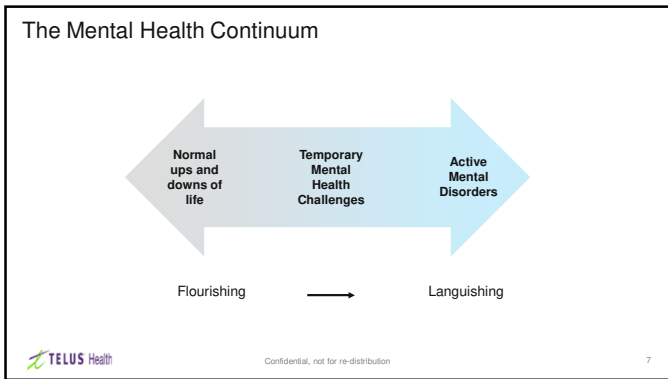
4



5



6



7

The Mental Health Continuum

Mental Disorders

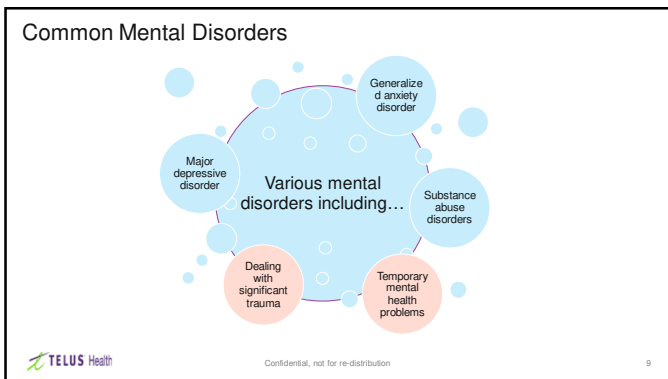
- Mental disorders are a persistent and serious disturbance in thoughts, feelings and perceptions that are severe enough to affect day-to-day functioning
- Mental disorders are defined by the presence of prolonged and sustained symptoms
- Symptoms vary from disorder to disorder
- Medical Science believes there is a genetic predisposition
 - "Chemical imbalance" in the brain is a significant cause
 - Brain injury may be a cause
- Trauma or prolonged and significant distress leave us more vulnerable

TELUS Health

Confidential, not for re-distribution

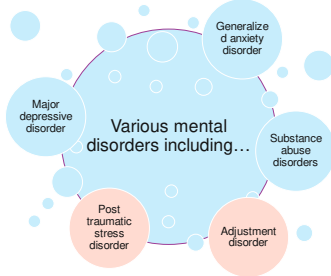
8

8



9

Common Mental Disorders Continued...



10

Mental disorders: How they work

Major Depressive Disorder and Generalized Anxiety Disorder:

- Are believed to be caused by an imbalance of neurotransmitters in the brain.
- Should be treated like any other medical diagnosis.



11

The Reality of Mental Disorders

An estimated 264 million people suffer from depression, one of the leading causes of disability, with many of these people also suffering from symptoms of anxiety (WHO, 2019)

A recent WHO-led study estimates that depression and anxiety disorders cost the global economy US\$ 1 trillion each year in lost productivity (WHO, 2019)

A recent WHO-led study estimated that for every US \$ 1 put into scaled up treatment for common mental disorders, there is a return of US \$ 4 in improved health and productivity. (WHO, 2019)

Bipolar disorder affects about 60 million people worldwide (WHO, 2018)

Approximately 50 million people worldwide have dementia. (WHO, 2018)

12

How do you Explain?

- Only 43% of those who need mental health services actually receive them. SAMHSA
- 40-50% of employees report that their career options would be limited if the workplace were aware of a mental health issue TELUS Mental Health Index 2021



As a colleague, you can help to tear down stigma and help team members obtain professional help



Confidential, not for re-distribution

13

13

The Stigma Surrounding Mental Disorders

Self-stigma:

The typical reaction of someone with a mental disorder is shame and fear

I don't know why I'm feeling this sad and hopeless. I just need to pick myself up and get it together! When I can't, I must be a weak person."

Public or Societal stigma:

There is a bias against people living with mental disorders - rejection and discrimination

I don't understand what is going on with Pat. We all have to deal with a lot in our lives and we just manage to do it. The moods and crying seem over-the-top. I mean, really!"

Associative stigma:

Close friends and family encounter shame and discrimination. Associative stigma affects up to 83% of family members.

It's been an uphill since Bob's diagnosis. I understand why each day seems like such a struggle for him, but my family is upset because we missed the holiday dinner. Now we're not invited to my niece's wedding."

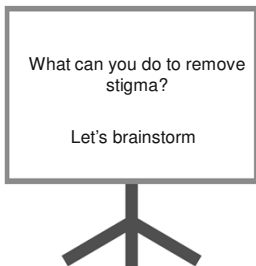


Confidential, not for re-distribution

14

14

Small group activity



Confidential, not for re-distribution

15

15

What can you do to fight stigma? *Activity debrief*

- Educate yourself
- Challenge your own prejudicial thinking
- Challenge stigma in others
- Mental disorders are like any other illness: You wouldn't be afraid to talk about diabetes or heart disease.
- Watch your language
- Be kind - reach out if you think someone may be struggling



Confidential, not for re-distribution

16

16



Confidential, not for re-distribution

17

17

The Challenge for us

- Been approached by a colleague in distress and wanted to help, but didn't know what to say or do?
- Observed a colleague become more withdrawn?
- Watched as a colleague struggled to manage a difficult situation?
- Felt frustrated at a teammate for missing deadlines or calling in "sick"?




Confidential, not for re-distribution


18

18

When a Colleague Shares

What does a supportive leader do when team members disclose that they are going through a tough time?




 Confidential, not for re-distribution 19

19

When the Person Shares

What does a supportive leader do?

- Actively listen
- Express empathy
- Suspend judgment
- Discuss/Keep Confidentiality
- Discuss solutions only after statements of understanding
- Build a bridge to resources – no 'hard' sell
- Agree on a follow-up get-together




 Confidential, not for re-distribution 20

20

Characteristics of an Effective Support Person

Communication skills to support others

<p>Actively Listen</p> <ul style="list-style-type: none"> • Eliminate distractions • Suspend judgment • Show interest • Paraphrase • Summarize • Eye contact 	<p>Express Empathy</p> <ul style="list-style-type: none"> • Recognize emotional signals • Name the emotion • Confirm the emotion • Mirror the emotional tone • Open body language
---	---

 Confidential, not for re-distribution 21

21

Reflect

- How do you know when someone is struggling?
- What are you noticing?
- What can you do to be supportive without being perceived as invasive?



22

Signs that Someone is Struggling

A colleague may display changes in behavior and performance, including:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Lateness or frequent breaks away from work • Absent or late more frequently • Reduced social interaction or camaraderie • Reduced quality of work • Withdrawal/avoidance • Agitation • Complains of feeling exhausted | <ul style="list-style-type: none"> • Increased errors • Missed deadlines • Changes in appearance • Confusion or forgetfulness • Increased conflict • Frequent changes in mood • Increased anger or crying • Complaints of aches and pains • Less emotionally responsive |
|---|--|

Your role is not to diagnose – only qualified professionals can do that.

23

When the Person Seems to be Struggling



What does a supportive leader do when a team member appears to be going through a tough time, but hasn't said anything?



24

When the Person Seems to be Struggling

Approaching them:

- Ask for permission to give feedback
- Use "I" statements and a conversational tone
- State what you have observed and the potential impact (on you and others)
- Explain your concern - you want to help
- Reinforce your confidentiality
- Listen, express empathy and be supportive
- Build a bridge for the person to get professional help as needed



Confidential, not for re-distribution

25

25

Communication

Approaching them:

- Plan: How will you begin the conversation?
- Provide facts/observations and examples of behavior
- Use statements rather than questions
- Respect boundaries
- Suspend judgment
- After understanding, build a bridge to professional resources



Confidential, not for re-distribution

26

26

Prepare for Possible Reactions

Emotional	Help the person feel comfortable. Give them time to collect themselves before addressing issues.
Defensive/Angry	Listen to them and encourage a better understanding of their point of view.
Denial	Rephrase your concern, try again, provide examples and discuss the impact.
Declines assistance	Respect your colleague's decision to decline assistance. Restate your offer of help and if there is no openness try again later.



Confidential, not for re-distribution

27

27

When there is risk of harm to self or others

Say:

- "I am concerned about your health and safety and am going to take action to get you some professional support."

Then do one or more of the following:

- Call emergency services and report a medical incident versus a police or crime incident.
- Call a taxi and accompany them to emergency room. Call their loved one for assistance. Never let the person drive alone.
- Call EFAP and put the person on to an intake worker.
- Call a suicide crisis hotline.
- Call your internal HR partner or Health Services partner or your People Leader for advice.



Confidential, not for re-distribution

28

28

Let's Practice

Chris is a trusted colleague with an excellent reputation at work. He gets along well with you and others. Recently, you noticed some changes in Chris' behaviour and performance at work.

- He is quieter than usual
- He has lost weight and have dark circles under the eyes
- He is struggling to complete familiar tasks on time
- He has difficulty controlling his anger and emotions
- He raised his voice on you when you asked his help on a client file – "Go bother someone else for a change!"
- He later sent a email apologizing for the outburst and attempted to avoid you for the rest of the day



Chris' behaviour is deeply concerning and you decide to ask Chris to meet with you.



Confidential, not for re-distribution

29

29

What will you say to start your conversation?

"We've all been noticing that your behavior of late, has changed. You were quiet and have not been joining us for lunch lately." **A**

"The reason I want to speak with you is that I've noticed you were reluctant to respond to my inquiries about a client's file and it's starting to impact service. For example, last Wednesday, you did not answer my question. You have been responsive in the past and I am concerned. What can I do to help?" **B**

"Yesterday, you raised your voice at me and told me to back off when we were discussing our client file. I'm concerned, because I've never seen you act this way before. Help me understand if I've done anything to cause offense." **C**

"I hope you don't take this the wrong way. I am just concerned about you. I've noticed a marked change in your behavior." **D**

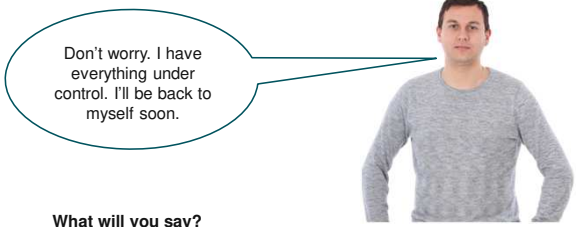


Confidential, not for re-distribution

30


30

Chris responds...



Don't worry. I have everything under control. I'll be back to myself soon.

What will you say?

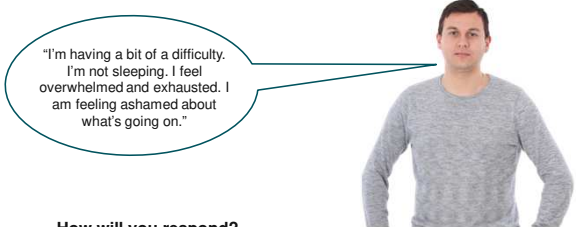


Confidential, not for re-distribution

31


31

Chris shares what he is going through...



"I'm having a bit of a difficulty. I'm not sleeping. I feel overwhelmed and exhausted. I am feeling ashamed about what's going on."

How will you respond?



Confidential, not for re-distribution



32

32

When the Person Shares

What does a supportive leader do?

- Actively listen
- Express empathy
- Suspend judgment
- Discuss/Keep Confidentiality
- Discuss solutions only after statements of understanding
- Build a bridge to resources – no 'hard' sell
- Agree on a follow-up get-together





Confidential, not for re-distribution

33

33

Building Resiliency



TELUS Health

Confidential, not for re-distribution

34

34

Taking responsibility for your health

Reach out for support

- Consult a professional (doctor, therapist, etc.)
- Local resources, mental health associations
- Your Manager
- EFAP



TELUS Health

Confidential, not for re-distribution

35

35

Preventing mental health issues

It's important to know yourself.

<p>Know your work-related strengths and weaknesses:</p> <ul style="list-style-type: none"> • Ask for help, support, training, as needed 	<p>Know your professional and personal needs:</p> <ul style="list-style-type: none"> • Positive social contacts • Peer support • Work-life balance • Lifestyle • Fun and rewarding leisure activities • Spirituality • Intellectual challenges • Self-fulfilment from personal/professional achievements and successes • need for career advancement, etc.
---	--

TELUS Health

Confidential, not for re-distribution

36

36

How to better cope with stress

- Turn negative thoughts into more rational, positive thoughts
- Learn to stop, take breaks
- Better manage your time, set priorities
- Develop the ability to make choices and accept consequences
- Let go
- Be indulgent, be kind to yourself and to others
- Learn to assert yourself
- Accept that you're not perfect
- Have realistic expectations
- Foster enthusiasm and a zest for life



37

Building a Bridge to Ongoing Support

On the Job	At Home	In Your Community
<ul style="list-style-type: none"> • Leader • Team members • HR Partner • EFAP 	<ul style="list-style-type: none"> • Family • Friends • General practitioner • Therapist 	<ul style="list-style-type: none"> • Mental Health Association specific to your country/region • World Federation for Mental Health • World Health Organization

38

Access your Employee and Family Assistance Program (EFAP)


For confidential support and access to resources, contact your EAP using WorkHealthLife.com or the LifeWorks app.


Contact your leader or HR to learn how to access your organization's EAP.





39

Your Feedback Is Important To Us!

 You will be asked to complete an **online survey**.


 Please complete **as soon as possible** to help improve and plan future training.


 Your responses are completely **anonymous**.

 Confidential, not for re-distribution 40

40

Thank you.



 Confidential, not for re-distribution 41

41
